

Stay Connected!

Use this Guide to help you read encrypted messages from DHRM sent to a non-COV email address.



Accessing a Secure Message Outside the COV Email Network

Table of Contents

- I. Introduction (Slide 3)
- II. Email Notification (Slide 4)
- III. Accessing a Secure Message Email (Slide 5)
- IV. Registering a New Cisco Account (Slides 6-7)
- V. Account Activation (Slide 8)
- VI. Email Address Confirmed (Slide 9)

Document Title: *Accessing a Secure Message Outside the COV Email Network*

Date Created: *February 5, 2015*



Print a copy or
save to your desktop!

I. Introduction

Why this Guide?

Beginning, February 9, 2015, DHRM will begin using encrypted email as a method to deliver a new user with their username and temporary password.

This USER GUIDE will walk the user through steps required to receive an encrypted message from DHRM when the recipient has an email address outside of the COV email network. All you have to do is complete each step in the listed order.



II. Email notification

If you are the recipient of a secure email and you are **outside** of the COV email network, you will receive the following message in your email:

You have received a secure message

Read your secure message by opening the attachment, securedoc.html. You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL.

If you have concerns about the validity of this message, contact the sender directly.

First time users - will need to register after opening the attachment. For more information, click the following Help link.

Help - <https://res.cisco.com/websafe/help?topic=RegEnvelope>

About Cisco Registered Email Service - <https://res.cisco.com/websafe/about>



III. Accessing a Secure Message Email

Read your secure message by opening the attachment, securedoc.html

You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL. If you have concerns about the validity of this message, contact the sender directly.

First time users – will need to register after opening the attachment. For more information, click the following Help link.

Help – <https://res.cisco.com/websafe/help?topic=RegEnvelope>

About Cisco Registered Email Service – <https://res.cisco.com/websafe/about>



IV. Registering a New Cisco Account

You will receive an email telling you your message has been stored in a temporary location on the CRES Mobile Device Server and can be accessed by clicking on the link in the message. The message will be deleted automatically after 8 hours. To access after 8 hours, you will need to forward your original secure message again. The first time you try to access the message you will receive a warning:

YOU ARE NOT REGISTERED

To open this message, you must first register and create a password. To register, you will need to click on the link provided or copy and paste into your browser. New users will be asked to provide the following personal information:

Email

Language

First Name

Last Name

Create a Password*

Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Once entered, you will be asked to **Confirm Password*

Personal Security Phrase*

**Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know that you are logging into to our secure site.*

Time

12 Hour

Select to view in 12 or 24 hour format

GMT-America - Select time zone to view and enter date and time in your preferred time zone.

Select 3 Security Questions or enter your own questions.*

Examples of Security Questions:

Favorite Sports Team

Childhood friend First Name

Father's Middle Name

You will have to answer your security questions when you first register and you will be asked these questions in the future if you forget your password. When complete click **REGISTER**



V. Account Activation

Once you register, you will get another email like this:

Activation

Dear xxxxx,

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the Terms of Service by activating your account.

Click here to activate this account.

You can also activate this account by going to <https://res.cisco.com/websafe/activate> and entering your confirmation number.

To stop the registration process you can cancel this account.

Click here to cancel this account.

You can also cancel this account by going to <https://res.cisco.com/websafe/cancelActivation> and entering this cancellation number:

IMPORTANT

To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!



VI. Email Address Confirmed

Once Activated you will receive a message that you have activated the account for xxxxxxxx. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it. This is a sample of what your Registered Envelope looks like.

